

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
TENNESSEE  
ISSUED: October 1, 1996  
President - Tennessee  
Nashville, Tennessee

## GENERAL SUBSCRIBER SERVICES TARIFF

Original Page 11.1

EFFECTIVE: October 31, 1996

**A7. COIN TELEPHONE SERVICE****A7.8 SmartLine® Service for Public Telephone Access (Cont'd)****A7.8.1 General (Cont'd)****D. Features of the SmartLine® service are as follows: (Cont'd)**

8. The Company's operator system will handle 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls from SmartLine® service lines. All 10XXX 0+ or 101XXXX 0+ dialed intraLATA toll calls will be routed to the dialed carrier.
9. At present, sent paid interLATA, interstate and international calls originating from SmartLine® service lines, including but not limited to 1+, 10XXX 1+, 101XXXX 1+, 011+, 10XXX 011+ and 101XXXX 011+ access code calls, will be forwarded to AT&T for coin rating and completion. When other interexchange carriers provide sent paid service, 1+ subscription interLATA calls will be permitted. Special billing/coin sharing arrangements between the SmartLine® service subscriber and their respective carriers will be the responsibility of the SmartLine® service subscriber.
10. International Call Blocking (011+) is available through the BellSouth Telecommunications, Inc. Tariff FCC No. 1.
11. All 0+ interLATA calls will be routed to the SmartLine® service subscriber subscribed carrier.
12. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. Except where provided elsewhere in this Tariff or by rule or regulation of the Tennessee Public Service Commission, the Company shall not be liable for end user fraud of whatever nature occurring at or in association with subscriber's equipment.

**A7.8.2 Rates and Charges****A. SmartLine® service will be provided on a usage rate basis where facilities are available at the rates and charges following in A3.2.9 for RegionServ.****B. Usage Rate Service**

1. The following monthly rate is applicable to SmartLine® service on a per line basis for those lines provided on a non discounted usage option on RegionServ.

	Monthly Rate	USOC
(a) Two way, per line	\$49.00	SLR
(b) Outward only, per line	49.00	SL1

2. The following monthly rate is applicable to SmartLine® service on a per line basis for those lines subscribing to the Discount Usage Option on RegionServ.

(a) Two way, per line	50.00	SLD
(b) Outward only, per line	50.00	SL8

3. Usage charges will be billed as specified in A3.2.9 - RegionServ Rate Schedule. Local usage charges will not be capped.

**C. Where usage rate service is not available on SmartLine® service, the line will be provided on a Fixed Usage Equivalent rate basis until usage rate service is available. Fixed Usage Equivalent Service will be converted to usage rate service as it becomes available at no cost to the subscriber.****1. Fixed Usage Equivalent**

(a) Two way, per line	60.00	SLF
(b) Outward only, per line	60.00	SLA

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Nashville, Tennessee

## GENERAL SUBSCRIBER SERVICES TARIFF

Original Page 11.2

EFFECTIVE: October 31, 1996

**A7. COIN TELEPHONE SERVICE****A7.8 SmartLine® Service for Public Telephone Access (Cont'd)****A7.8.2 Rates and Charges (Cont'd)**

- D. Sent paid local calls will be rated by the SmartLine® service subscriber's set. The network will determine if the local rate has been satisfied.
- E. Operator handled sent paid local calls will be rated to the end user at the rate set forth in A7.1 plus the appropriate operator surcharge in Section A3. of this Tariff. The SmartLine® service subscriber will be charged the appropriate usage rate in A7.8 preceding.
- F. Non-sent paid local calls will be rated to the end user at the rate set forth in A3.2.9 plus the appropriate operator service charges specified in Section A3. of this Tariff.
- G. Sent Paid intraLATA long distance calls will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section A18. of this Tariff. The SmartLine® service subscriber will be charged the long distance rate set forth in Section A18. of this Tariff.
- H. Non-sent paid intraLATA toll calls will be rated to the end user at the long distance rate and the appropriate operator service charges set forth in Section A18. of this Tariff.
- I. Sent paid calls to the Expanded Service Area will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section A18. of this Tariff. The SmartLine® service subscriber will be charged the Expanded Service Area rate set forth in A3.2.3.C.1.b. of this Tariff.
- J. Switched Access charges for usage as provided in Sections E3. and E6. of the Access Services Tariff apply. Charges are billable to the interexchange carrier.
- K. Touch-Tone Calling Service will be provided at rates specified in A13.2 of this Tariff for business individual line service.
- L. Service charges as covered in Section A4. of this Tariff for business individual line service are applicable.
- M. Listings in connection with SmartLine® service are furnished under the regulations specified in Section A6. of this Tariff for Company and Customer Owned Pay Telephone Service.
- N. Suspension of service, as covered in A2.3 of this Tariff, is not available unless the instrument is totally inaccessible to the general public on a temporary basis. In all cases, the decision to permit temporary suspension of service rests with the Company.
- O. When service is temporarily suspended at the subscriber's request, a Service Ordering Charge and a reconnected Line Connection Charge, as specified in A4.3 of this Tariff will be charged for each telephone number restored.
- P. Rates for Verification and Emergency Interrupt Service as provided in Sections A3. and A18. of this Tariff are applicable.

**A7.9 Reserved For Future Use****A7.10 Coin Refund and Repair Referral Service (CRS)****A7.10.1 General**

- A. Coin Refund and Repair Referral Service (CRS) provides handling of refund requests and repair referrals generated by the end users of Independent Payphone Provider (IPP) public telephones. End users may request refunds for coins lost during an attempt to place local, intraLATA or interLATA calls and/or submit repair/trouble reports for the IPP public telephone to the Company's operator services.
- B. CRS is available to any IPP outside confinement facilities which also subscribes to Operator Screening. CRS will not be provided for pay telephones located in confinement facilities.

**A7.10.2 Regulations**

- A. All access lines subscribed to CRS must be subscribed to the same option.
- B. The IPP public telephone must include detailed instructions on how to obtain refund and repair referral assistance.

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
TENNESSEE  
ISSUED: October 1, 1996  
President - Tennessee  
Nashville, Tennessee

## GENERAL SUBSCRIBER SERVICES TARIFF

Original Page 11.3

EFFECTIVE: October 31, 1996

**A7. COIN TELEPHONE SERVICE****A7.10 Coin Refund and Repair Referral Service (CRS) (Cont'd)****A7.10.2 Regulations (Cont'd)**

- C. The Coin Refund portion of the service will be provided on one of the following options: (M)
1. Option 1 - The Company operator will take the refund request from the end user and forward the information to the IPP for processing. (M)
  2. Option 2 - The Company operator will take the refund request from the end user. If the request is for a credit to the end user's account with the Company, the operator will issue the credit. Any other refund request will be forwarded to the IPP for processing. (M)
  3. Option 3 - The Company operator will take the refund request from the end user and issue a credit or draft as requested by the end user. (M)
- D. Repair referral service will be offered with any of the coin refund options or on a stand alone basis. The Company operator will take the repair report from the end user and refer to the IPP for handling. (M)

BELLSOUTH  
TELECOMMUNICATIONS, INC.  
TENNESSEE  
ISSUED: September 16, 1996  
BY: President - Tennessee  
Nashville, Tennessee

## GENERAL SUBSCRIBER SERVICES TARIFF

Original Page 12

EFFECTIVE: October 16, 1996

**A7. COIN TELEPHONE SERVICE****A7.10 Coin Refund and Repair Referral Service (CRS) (Cont'd)****A7.10.2 Regulations (Cont'd)**

- E. In case of system outages or lost data, the Company shall have no liability and shall not be responsible for providing refunds or repair referrals to the end user.
- F. Charges for CRS and the amounts of the refunds to the end user will be made based solely on the Company's refund request data.
- G. Non-payment of charges for CRS may result in the interruption of the IPP's access line service.
- H. Any request that results in a repair referral and a refund referral will be charged as two referrals.
- I. IPPs requesting to terminate CRS after subscribing lines to the service must give the Company thirty days advance notice. The IPP will be responsible for the charges incurred for CRS during the thirty day termination period. The IPP will also be responsible for any changes to its payphones and/or instruction cards after the service has been interrupted, terminated or disconnected.

**A7.10.3 Rates and Charges**

- A. The rates listed in 2 and 3 following are in addition to the actual amount of the refund.

## 1. Option 1

	Rate	USOC
(a) per referral	\$1.60	NA

## 2. Option 2

(a) per referral	1.60	NA
(b) per credit	1.68	NA

## 3. Option 3

(a) per credit	1.68	NA
(b) per draft	2.48	NA

## 4. Repair Referral

(a) per referral	1.60	NA
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SOUTH CENTRAL BELL  
TELEPHONE COMPANY  
TENNESSEE

**GENERAL SUBSCRIBER SERVICES TARIFF**

Original Page 1

ISSUED: November 1, 1986  
BY: President - Tennessee  
Nashville, Tennessee

EFFECTIVE: December 1, 1986

**OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE**

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SOUTH CENTRAL BELL  
TELEPHONE COMPANY  
TENNESSEE

## GENERAL SUBSCRIBER SERVICES TARIFF

First Revised Page 1  
Cancels Original Page 1

ISSUED: November 17, 1995  
BY: President - Tennessee  
Nashville, Tennessee

EFFECTIVE: December 19, 1995

**A107. OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE****A107.1 Reserved For Future Use****A107.2 Semipublic Telephone Service****A107.2.1 Reserved For Future Use****A107.2.2 Reserved For Future Use****A107.2.3 Reserved For Future Use****A107.2.4 Reserved For Future Use****A107.2.5 Associated Items Of Equipment (Tariff Reference A7.2.)****A. Booths And Special Mounting Arrangements****1. (Obsoleted September 29, 1973, Type B)**

	Installation Charge	Monthly Rate	USOC
(a) Shelf for Coin Collector and Directory Mounting - SB Shelf	\$-	\$2.30	9AL
(b) The Pearl Shelf, each	-	5.30	C8OKD
<b>2. (Obsoleted October 14, 1981 Type B)</b>			
(a) Indoor booth - PB700-AB	-	7.60	C8OK1
(b) Indoor wall booth - T-700	-	3.05	C8OK5
(c) Semi-booth - Shelf #20	-	3.05	C8OKQ
(d) Shelf for Coin Collector and Directory Mounting Shelf #19	-	2.30	C8OKT
(e) Walk-up, Drive-up booth - KS16705	-	4.55	CT8S4
(f) Walk-up Drive-up booth - KS19426	-	4.55	C26++
(g) Extension without instrument	-	2.05	CYU
(h) Indoor booth - CKT Term	-	7.60	CTG++
<b>3. (Obsoleted October 14, 1981 Type C)</b>			
(a) Indoor booth - KS19340	125.00	22.25	C92++
(b) Outdoor booth - Airlight #1 - KS14611	225.00	42.50	CTY++
(c) Outdoor booth - KS19580	225.00	42.50	BAV++
(d) Standard indoor booth - #11	150.00	21.00	CTB++

**B. Semipublic Additional Station Set****1. (Obsoleted)**

(a) Semipublic Additional Station Set (Includes Privacy Kit)	-	7.70	CUG++
(b) Requires Busy Lamp And Instruction Card	-	-	CKD

SOUTH CENTRAL BELL  
TELEPHONE COMPANY  
TENNESSEE

## GENERAL SUBSCRIBER SERVICES TARIFF

Original Page 2

ISSUED: November 17, 1995  
BY: President - Tennessee  
Nashville, Tennessee

EFFECTIVE: December 19, 1995

**A107. OBSOLETE SERVICE OFFERINGS - COIN TELEPHONE SERVICE****A107.2 Semipublic Telephone Service (Cont'd)****A107.2.5 Associated Items Of Equipment (Tariff Reference A7.2.) (Cont'd)****B. Semipublic Additional Station Set (Cont'd)**

Obsoleted December 19, 1995, Type B - Not available for new installations, additions or on transfers of service to new location.

**2. Station Auxiliary Signal<sup>1,2</sup>**

	Installation Charge	Monthly Rate	USOC
(a) Auxiliary bells, each	\$-	\$1.60	EXB
(b) Auxiliary gongs, each	-	1.90	EXG
(c) Horn duo-potential, each	-	6.70	HN2
(d) Horn, duo-potential, each	-	9.40	HN4
(e) Auxiliary gongs, outdoor, each	-	1.65	EX2
(f) Auxiliary bells, outdoor, each	-	1.40	WW6
(g) Ringer cutoff, per station equipped	6.00	.60	CFF

**Note 1:** A suitable opening and provision for concealed wiring shall be furnished by the subscriber.

**Note 2:** The Service Charges specified in Section A4. of this Tariff apply to the service connection, moves, or changes.

# EXHIBIT B



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DEC 11

## COMMISSIONERS:

BOB CURRAN, CHAIRMAN  
DAVID N. (DAVE) BAKER  
ROBERT E. (BOBBY) BAKER  
MAC BARBER  
STAN WISE



Executive Secretary  
Ga. Public Service Commission  
WILLIAM J. COVER  
EXECUTIVE DIRECTOR  
TERRY M. LYNDALL  
EXECUTIVE SECRETARY

**Georgia Public Service Commission**

344 WASHINGTON STREET, S.W.

ATLANTA, GEORGIA 30334-5701

(404) 526-4501 OR 1 (800) 282-8813

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DEC 11 1995

Executive Secretary  
Ga. Public Service Commission

Docket No. 8876-U

**RECEIVED**

DEC 11

Executive Secretary  
Ga. Public Service Commission

**FIRST SUPPLEMENTAL ORDER**

IN RE: Petition of the Georgia Public Communications Association, Inc. for the implementation of LEC Pay Telephone Services to Competitors under "Same Terms, Same Conditions" and for the investigation of LEC pricing and service offering practices under the Telecommunications and Competition Development Act of 1995

HEARD: November 7, 1995

DECIDED: November 7, 1995

On June 5, 1995, the Georgia Public Communications Association, Inc. ("GPCA") filed its Petition in the above docket and served BellSouth Telecommunications, Inc. ("BST") with a copy of the Petition simultaneously with its filing. BST intervened in the docket and became a party of record.

Both prior to and after the filing of GPCA's Petition, GPCA and BST engaged in numerous discussions seeking to resolve and conclude any and all issues between them that were raised in this docket.

GPCA and BST have now reached an agreement between them to resolve such issues, and pursuant to their agreement, the parties have entered into a "Stipulation Between the Georgia Public Communications Association, Inc. and BellSouth Telecommunications, Inc.," attached hereto as Exhibit "A". The Stipulation between GPCA and BST resolves all issues between them.

On October 18, 1995, the GPCA filed its Motion for Approval of Stipulation with BST in the above styled docket.

**WHEREFORE, it is**

**ORDERED**, that the terms and conditions of the Stipulation Between the Georgia Public Communications Association, Inc. and BellSouth Telecommunications, Inc. as set forth in Exhibit "A" is approved.

**ORDERED FURTHER**, that within thirty (30) days of the date of this Order, BST will file tariff revisions by which GPCA purchases services from BST, as required by the Stipulation.

**ORDERED FURTHER**, that GPCA shall dismiss the above petition, as it applies to BST. GPCA's petition shall remain viable as to all other local exchange companies other than BST.

**ORDERED FURTHER**, that GPCA will dismiss its petition filed in Docket No. 4684-U which sought relief and exemption from increases in line charges resulting from the expansion of the Atlanta metropolitan local calling area. The Stipulation sets service rates for GPCA in all rate groups.

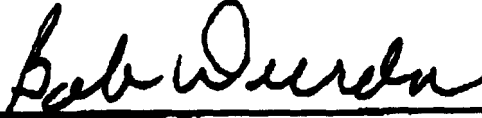
**ORDERED FURTHER**, that jurisdiction over implementation of this Stipulation is expressly retained for the purpose of entering such further Order or Orders as this Commission may deem just and proper.

**ORDERED FURTHER**, that a motion for reconsideration or other motion for the purpose of review shall not stay the effectiveness of this Order, unless otherwise ordered by the Commission.

The above by action of the Commission in Administrative Session on November 7, 1995.

  
Terri M. Lyndall  
Executive Secretary

December 8, 1995  
DATE

  
Bob Durden  
Chairman

12/8/95  
DATE

BEFORE THE  
GEORGIA PUBLIC SERVICE COMMISSION

IN RE:

Petition of the Georgia  
Public Communications  
Association, Inc. for the  
Implementation of LEC  
Pay Telephone Services to  
Competitors under "Same Terms,  
Same Conditions" and  
for the Investigation of  
LEC pricing and service  
offering practices under the  
Telecommunications and  
Competition Development Act  
of 1995

DOCKET NO. 5876-U

STIPULATION BETWEEN  
THE GEORGIA PUBLIC COMMUNICATIONS ASSOCIATION, INC.  
AND  
BELLSOUTH TELECOMMUNICATIONS, INC.

This Stipulation entered into this 29<sup>th</sup> day of September  
1995 by and between the Georgia Public Communications  
Association, Inc. ("GPCA") and BellSouth Telecommunications, Inc.  
("BellSouth"), as follows:

WHEREAS, GPCA is a nonprofit corporation organized and  
existing under the laws of the State of Georgia comprised of  
companies and individuals which operate privately owned pay  
telephones pursuant to Certificates of Authority issued by the  
Georgia Public Service Commission ("the Commission"), such  
companies and individuals being generically known as independent  
payphone providers ("IPPs");

WHEREAS, BellSouth is a local exchange company ("LEC") authorized by a Certificate of Authority issued by the Commission to provide local telephone service within the State of Georgia, which service includes public and semipublic pay telephone services;

WHEREAS, GPCA members must purchase interconnection services in order to provide public pay telephone service within the State of Georgia pursuant to tariffs filed and approved by the Commission from BellSouth;

WHEREAS, BellSouth provides these interconnection services to IPPs pursuant to two current tariffs:

a. General Subscriber Services Tariff § A7.4, et. seq., "Public Telephone Access Services for Customer Provided Equipment; current version effective March 5, 1990 ("the IPP Basic Line"); and

b. General Subscriber Services Tariff § A7.8, et. seq., SmartLine<sup>®</sup> Service for Public Telephone Access, current version effective January 7, 1994 ("the IPP Coin Line");

WHEREAS, BellSouth, under its Certificate of Authority, also provides public pay telephone service to the general public which service competes with service provided to the public by IPPs;

WHEREAS, GPCA filed a petition with the Georgia Public Service Commission, styled: In Re: Petition of the Georgia Public Communications Association, Inc. for the implementation of LEC Pay Telephone Services to Competitors under "Same Terms, Same Conditions" and for the investigation of LEC pricing and service offering practices under the Telecommunications and Competition Development Act of 1995; Docket 5876-U ("the Docket") to require BellSouth, as a LEC, to provide pay telephone related services to IPPs on the same terms and same conditions as it provides service to its own pay telephone service and to request that the Commission investigate LEC pricing and service offering practices under O.C.G.A. § 46-5-168(a)(5), the Telecommunications Competition and Development Act of 1995 ("the Act");

WHEREAS, the Commission has issued a scheduling Order in the Docket for the purpose of taking testimony and exhibit evidence in support or opposition thereof; and

WHEREAS, GPCA and BellSouth desire to settle and resolve any and all issues pending in the Docket between them;

NOW THEREFORE, for and in consideration of the mutual premises and promises contained herein, GPCA and BellSouth do hereby enter into the following stipulation to settle and conclude the Docket and agree as follows:

1. Required BellSouth Revision:

BellSouth shall, within thirty (30) days of the approval of this Stipulation by the Commission, file with the Commission tariff revisions by which IPPs purchase the IPP Basic Line and the IPP Coin Line from BellSouth to be effective thirty (30) days from the date of filing.

The rate for IPP Basic Line and IPP Coin Line shall be a distinct flat rate, without any Basic Local Calling Area Usage charges. For IPP Basic Line service in each separate BellSouth rate group, the rate shall be:

Rate Group 2:	\$28.00
Rate Group 5:	\$36.60
Rate Group 7:	\$43.50
Rate Group 12:	\$57.00

For IPP Coin Line service the rate shall be \$56.00, regardless of rate group.

The tariffed rate from the IPP Basic Line in all rate groups and the IPP Coin Line shall include the following services and/or functions at no separate or additional charge to the rates set forth above:

a. Optional Service Features, (Central Office Blocking with Operator Screening) identified and contained in General

Subscriber Services Tariff A7.4.4 on the effective date of this Stipulation, including all subparts; and

b. Touchtone service.

2. BellSouth's Public Communications Operation:

GPCA agrees that it shall not pursue an imputation rule intended to effect BellSouth's Public Communications operation provided, however, at such time, if ever, that BellSouth's Public Communications business unit is deregulated, or for any operations where BellSouth provides pay telephone service as an IPP, BellSouth shall:

(1) if operated as a separate IPP subsidiary it shall pay the same tariffed rates as other IPPs, or

(2) if operated on an integrated basis it shall comply with the accounting rules for the treatment of the expenses of a deregulated service adopted by the appropriate regulatory agency.

3. New Services:

If BellSouth develops any central office based function or feature subsequent to the effective date of this Stipulation for the coin line used by BellSouth in its public pay telephone

business, to the extent required by O.C.G.A. § 46-5-164 or other applicable Georgia rules or regulations, BellSouth will make such new function or feature available on the same terms and conditions to IPP subscribers.

4. Dismissal of GPCA "Same Terms, Same Conditions"  
Petition:

GPCA shall, upon Commission approval of BellSouth's tariff revisions required by this Stipulation by the Commission, dismiss Docket 5876-U, as it pertains to BellSouth. The submission of this Stipulation to the Commission for its approval shall in no way constitute or be construed as an admission as to the factual basis of the allegations contained in GPCA's petition and shall only constitute a compromise and settlement of disputed claims.

This 29<sup>th</sup> day of September, 1995.

BELLSOUTH TELECOMMUNICATIONS, INC.

By: 

Thomas L. Hamby

Its: Vice President-Regulatory

Room 397  
125 Perimeter Center West  
Atlanta, GA 30346  
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GEORGIA PUBLIC COMMUNICATIONS  
ASSOCIATION, INC.

By: 

Newton M. Galloway  
Hendrix & Smith

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113 Concord Street  
Savannah, GA 30295  
(706) 567-3080



# EXHIBIT C

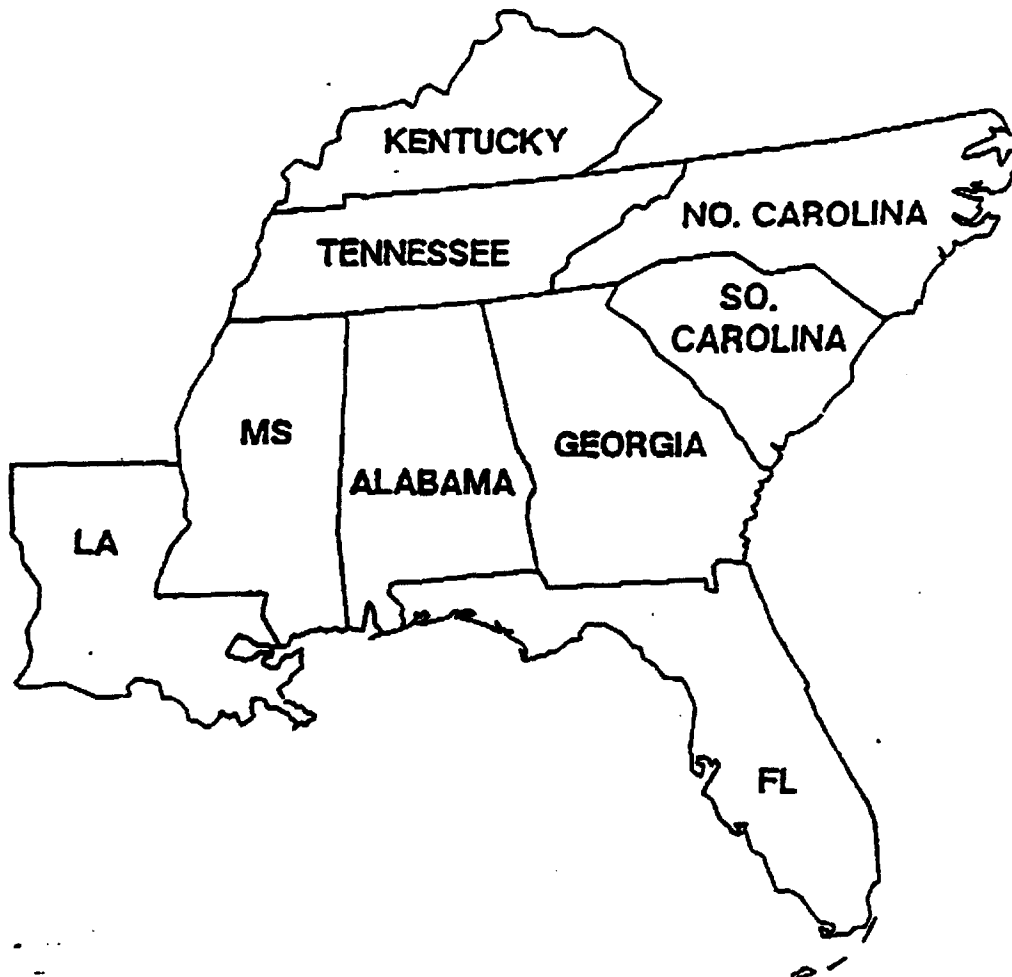
**BELLSOUTH**  
**TELECOMMUNICATIONS** ®

# **Private Payphone Providers Handbook®**

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**Public Communications**

**BELLSOUTH**  
**TELECOMMUNICATIONS ©**



**Independent Payphone Providers Service Center  
Medical Forum**

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Birmingham, AL 35203**

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**Facsimile - South Central 557-2191  
Southern Bell 780-2291  
Outside BST 205 321-2191**

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## PRIVATE PAYPHONE PROVIDERS HANDBOOK

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# **PRIVATE PAYPHONE PROVIDERS HANDBOOK**

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## **CHAPTER 1**

### **GENERAL INFORMATION**

#### **Introduction**

#### **Purpose of Handbook**

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This handbook is provided by BellSouth Telecommunications (BST) to you, our customer, for your exclusive use and assistance. It is in no way intended to create a binding agreement. The terms and conditions under which BST provides telecommunications services are set forth in the Company's tariffs, which have been filed with and approved by each state's Public Service Commission. Nothing in this handbook is intended to supersede the requirements outlined in the state-specific tariffs. Please refer to each state-specific tab in the back of the handbook for information on how to obtain copies of Public Service Commission Tariffs.

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## INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

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### Updates to the Handbook

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**How to Receive Updates** This handbook may be reproduced only for your Company's own exclusive use and should be retained for future reference. Updates to the handbook will be issued quarterly and can be mailed directly to you or sent to your state's pay telephone association. The form below should be used to indicate the mailing address for updates, as well as future address changes. This page should be locally reproduced as needed.

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**Update Form** CHECK ONE:

MAILING ADDRESS FOR UPDATES ☐

CHANGE MAILING ADDRESS ☐

COMPANY

ADDRESS

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NAME

DATE

TELEPHONE

RETURN TO: Independent Payphone Providers Service Center  
BellSouth Telecommunications  
Medical Forum  
950 N 22nd St. Suite 930  
Birmingham, AL 35203

This form can be faxed to our IPP Center.

- Within South Central Bell service area - toll free 557-2191
  - Within Southern Bell service area - toll free 780-2291
  - Outside BST Area - charges apply 205 321-2191
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## INDEPENDENT PAYPHONE PROVIDERS HANDBOOK

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### Independent Payphone Providers Service Center

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#### **Purpose**

The purpose of the IPP is to provide a central point of contact to which Private Payphone Providers (PPPs) place orders for BellSouth Telecommunications tariffed services, when such services are to be associated with Public Access Line Service Offerings.

Optional services are not a requirement of basic service installations. Optional services can be canceled without a cancellation charge.

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#### **Responsibility**

The IPP is your point of contact for any matter related to Public Access Line Service. The VPC will also attempt to direct you to the appropriate person or department for assistance with matters outside the scope of services provided by the VPC.

Most trouble reports should be called directly to the BellSouth Telecommunications Repair Service Bureau. Repair Service telephone numbers and the procedures for reporting trouble are located in Chapter 6 of this handbook.

The IPP provides the following services for its customers:

- Provide rates and other information for BST services
  - Negotiate and coordinate all service order activity
  - Negotiate and process all BST equipment sales
  - Handle billing inquiries including certain toll inquiries, payment arrangements and general questions
  - Handles tariff violations as directed by each state's Public Service Commission
  - Handles provision of BST revenue and commission information when authorized by the location provider
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